team-superstars

@Renate Lebedeva created this channel on January 3rd. This is the very beginning of the

---

Renate Lebedeva 11:29 PM

Hejsan **@here** Tyvärr det är slut på mejl licens för mig, men jag kan meddela här:

Supercalifragilisticexpialidocious resultat för **Joel** förra veckan - **100% på både CR och CSAT** av **16** surveys (som är rätt mycket) Jag tror att vi alla bör springa marathon för att få sådana resultat

Andra plats - **Jesper** - med **6** surveys, även **100% och 100%**

Adrian - **best improvement på CSAT** senaste veckan

Vi hade tuff start på veckan, men det är ändå 3 dagar till i Maj, and nothing is lost yet!

Värje samtal ska vara top-notch service

Vi ses på vår huddle kl.15:00 idag den 27.05 (edited)

Anna-Lena Engstrom 4:18 PM

Vad som står i Identification (CS 1st line routine) angående namn:

> **Abbreviation** If a consumer states his name is “James Tiberius Kirk” and on the invoice, it states “J T Kirk”, we can assume that the name is verified.
> However, if the consumer says “T J Kirk” and on the invoice, it states “James Tiberius Kirk” the agent should always have the consumer confirm what exactly was entered at the time of purchase.
> **Second name / surname** The information provided by the consumer should match what is available within SCP.
>
> > If a consumer states his name is “John William Louis Smith” but on the invoice, it only states “John Smith”, consider this data point as verified.
> > If a consumer states his name is “John Smith” but on the invoice, it states ”John William Smith”, ask for the full name including middle names (meaning not fully verified).
>
> Should the consumer mention 3 other identification points which are matching, you can consider the person identified. The same goes for “John Smith” and “John William Smith”.

Spelling & orthography If the consumer states her name is “Christina Alana Lisa Smith” and on the invoice, it is “Kristina Alana Smith”, ask for the full name and how it should be spelled (especially in the channel phone).
Should a consumer contact us who has special characters in the name on the invoice and does not mention them such as ě, á, d’, ö instead of oe and, so on, then the consumer can still be considered identified if the other identification points match.
Nicknames When the consumer contacts us through any channel and states their first name as “Tom” but the name on the invoice states “Thomas”, the agent should always have the consumer confirm what exactly was entered at the time of purchase. This must be an open question.
Gmail vs. google mail If a consumer enters
i.e. consumer_name@googlemail.com instead of consumer_name@gmail.com, the agent can use this as one identification point and does not have to further ask about the email address.
Typos If there are obvious typos after the @ sign in the email address on the invoice (e.g. gmail.de instead of gmail.com, gmz.de instead of gmx.de), you can fix the typo in Klarna Online. We can even change the email address without telling the consumer if there are no doubts that it’s a typo. You can find that routine here.
If there are obvious typos before the @ sign in the email address, we can see it as a valid ID point. Otherwise, ask for the email address again.

(edited)

✅ 1

Anna-Lena Engstrom 4:39 PM

Och i Rules for Effective Customer Conversations Phone (CS 1st line Routine):

Do (examples, do not copy)

"I understand your concern, let me get into the details to see how we can sort this for you."

"I appreciate your patience. Here’s what we can do next."

Sista punkten där är ju tydlig. 🙂 Så enligt rutinen kan vi fråga om det är något mer vi kan göra för kunden.

✅ 2

Renate Lebedeva 8:03 PM

Super @Anna-Lena Engstrom Helt rätt!

Ang **PNO som dyker upp i SCP** är det den här delen:
https://wiki-vendors.klarna.net/wiki/CS:Identification_(CS_1st_line_routine)#Consumer_problem_1:_I_need_help_ve[…]my_identity_when_contacting_Klarna
"Important
Please be aware to only ask for data points that are really necessary for the verification of the consumer. If we only require two points because we already have one, only ask for the two we need."

Dvs eftersom kunden har redan knappat in personnummer, betyder det att vi redan har

Renate Lebedeva 2:42 PM
God eftermiddag! Hur mår alla idag?

Anna-Lena Engstrom 2:56 PM
God eftermiddag! Jag mår fint. Det var en händelserik förmiddag
1

Joel Rydell 3:06 PM
Hej, det är bra tack! Hur är det själv?
1

Renate Lebedeva 3:22 PM
Hejsan alla! Happyyyy Fridaaaayyy
1 1 1

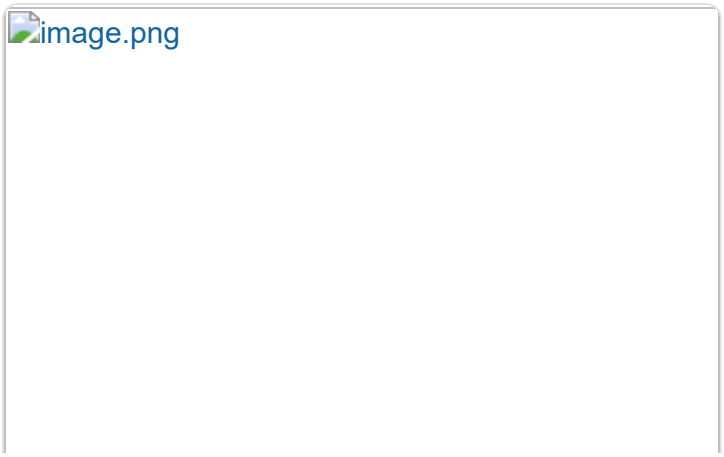
Renate Lebedeva 9:55 AM
God morgon! Schema är framme i IEX, tack och lov Och ni kan mejla mig igen
Hur går det för er?

2 replies Last reply 3 months ago

Renate Lebedeva 11:02 AM
Juni schema är huller om buller för hela svenska marknaden.
Jag har redan tagit upp det och den kommer att justeras (till ex., ledigheten 6e och 20e, samt start tid på vissa agenter). Jag kommer meddela när det är klart. Just nu, skriv här i tråden om det är några frågor

Renate Lebedeva 1:29 PM
Btw, om ni behöver att skicka t.ex., Merchant e-mail eller någon lång referens nummer eller liknande som är svårt att bokstavera eller det ska ta för lång tid, fråga kunden om det är okej att vi skickar det via sms.
Då ni kan skicka SCP länk och information som ni vill att skickas till kunden till mig och jag kommer använda denna funktion.
Då säger vi till kunden att "Efter vårt samtal, kommer du få en sms från oss"

image.png



Pinned by **Renate Lebedeva**

Renate Lebedeva 3:25 PM

Liten påminnelse:

Valid identification points

- Full Name *as shown in SCP* (mandatory)
- Date of Birth
- Email address
- Billing address
- Phone number
- **Invoice or installment account number**
- **Errand number** (Freshdesk, complaint, etc)
- **Store name**
- (NO/SE ONLY): PNO

Om kund nämner Store name, OCR eller faktura nummer, det kommer att räknas som 1 identifierings punkt. Om kunden nämner det, men vi missar det - då är det överidentifiering. Så: aktivt lyssnande - lyssna och anteckna vad kunder säger, för att inte missa viktiga detaljer. (edited)

Anna-Lena Engstrom 3:57 PM

Ett tips ang. identification (om ni inte redan gör det!): email-adress är en bra point. Den behövs ofta senare i samtalen, t.ex vis disputes, maila fakturan på nytt o.s.v Samt att man kanske spar nån sek på AHT:n 😉

💯 1

Renate Lebedeva 4:17 PM

The 6-digit security code is required for certain secure actions to comply with the Payment Services Directive (PSD2) in the EU.

1. **Purpose of the 6-Digit Code:**
   - It is used as a security measure to verify the identity of the consumer during secure actions
1. **When is the 6-Digit Code Required?**
   - Signing up for the Klarna Card.
   - Online purchases over 30 euros.
   - Viewing Klarna card data or creating virtual cards.

Changing personal information (1).

1. **Setting Up and Using the 6-Digit Code:**
   Consumers will be prompted to set up this code during the SCA process. If they forget the code, they will need to go through the SCA recovery flow to reset it (1).
1. **Verification Process:**
   In Sweden, usually it is done using BankID (3).
1. **Login and Verification:**
   For login purposes, a 6-digit verification code may be sent to the consumer's phone or email as part of the login process (2).

If the consumer is having trouble with the 6-digit code or needs to reset it, they should follow the SCA recovery process or contact us. (edited)

5 replies Last reply 2 months ago

Renate Lebedeva 4:19 PM

If Face ID fails, the consumer can use the 6-digit Klarna passcode to log in. Alternatively, they can receive a 6-digit verification code via text message to complete the login process (1).

1. **Troubleshooting Face ID Issues:**
   Ensure the Klarna app and device software are updated to the latest versions.
   Restart the Klarna app and the device if necessary.
   If the issue persists, advise the consumer to wait 72 hours and try again (1).

These steps should help the consumer access their account even if Face ID fails. If further assistance is needed, they can follow the troubleshooting guidelines provided in the documentation.

Anna-Lena Engstrom 11:55 AM

Hej Superstars! Allmän fråga: kan kunden själv byta pinkod på sitt Klarna-kort i appen? Det verkar finnas många svar på frågan...bl.a beroende på HUR man ställer den till Kiki. Och kund har fått olika svar från olika agenter. Min uppfattning är att man kan INTE ändra koden, har jag rätt eller fel? Förvirrad...

Jesper Kersley 11:56 AM

Jag tror att man måste beställa ett nytt kort för att byta koden

1 reply 3 months ago

Jesper Kersley 11:57 AM

Det som kommer upp på Kiki verkar vara hur man byter koden för att logga in på kontot i andra marknader som saknar BankID

1 reply 3 months ago

Pinned by **Renate Lebedeva**

Renate Lebedeva 12:06 PM

Frågade Alex, det går ej att byta den. Utan precis som Jesper sa - nytt kort, så kommer en slumpmässig pinkod med

2 replies Last reply 3 months ago

Pinned by **Renate Lebedeva**

Anna-Lena Engstrom 3:17 PM

Ett litet tips när kund funderar över inkassoskulder och vi inte kan se något i systemen: rekommendera kund att se efter på inkassokollen.nu

✅ 1

Renate Lebedeva 5:12 PM

Isak Sjöholm

1. **Verify Identity:**
   Request the caller to provide the following information to verify their identity as a B2B representative:
   Organization number (mandatory)
   Full name of the person contacting Klarna (mandatory)
   An invoice number, errand number, or order number

Show more

From a private conversation ⓘ | Jun 3rd

Pinned by **Renate Lebedeva**

Renate Lebedeva 11:52 AM

Removing a suspension after a self suspension:
Please check the Self-suspension and removal routine for more details:

https://wiki-vendors.klarna.net/wiki/CS:Self-suspension_and_Removal_(CS_1st_line_Routine)
Ask the questions below before removing a suspension:

1. The reason you initially chose to self-exclude from credit products purchase options?
2. What has changed in your circumstances since you chose to self-exclude such that you now wish to reactivate your credit purchase options?
3. Are you currently under any financial pressure or facing any other challenging circumstances that might affect your ability to use credit products responsibly?
4. Do you feel confident that if you start using credit products again, you can comfortably afford to do so and would not fall into any financial difficulties?

🙅 If the consumer **fails** to answer one or more of the above questions, advise them that you require the answer in order to move forward with their request. If they cannot answer, ask them to try again later.

👍 If they can answer - then remove the suspension by selecting “Off” for all of the toggles and Confirm (edited)

Pinned by **Renate Lebedeva**

Suspension and Unsuspension after FH
STEP 1: Has the Financial Hardship dispute been closed and has the consumer paid all outstanding debt?

Verify if the consumer has a **related profile**. If the consumer has a related profile, it is possible that multiple profiles have been suspended. Verify that debts are paid in full on all profiles.
Remove the suspension from all profiles and inform the consumer that the suspension has been lifted and they can resume shopping. The financial hardship suspension will be automatically removed within a time frame of 3-4 days.

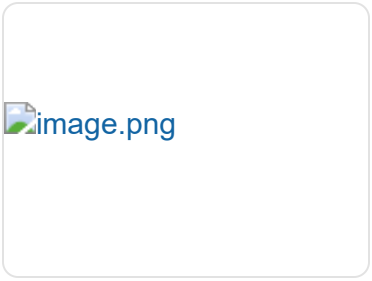
Pinned by **Renate Lebedeva**

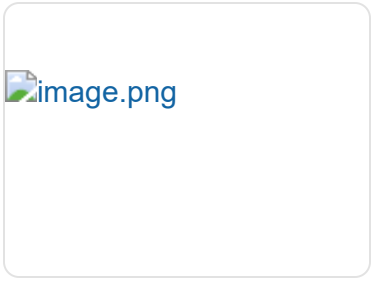
Renate Lebedeva 1:11 PM
When there is a "Possible Open errand" in KO and customer has paid in via bankslip, then:

For bankslip payments, the errand will always have the following text in the reference “EXELA TECHNOLOGIES AB PRIVATGIROT” which can therefore be used in **IBAN/OCR/Payment reference/Customer name filed**. You can then filter the results by searching for the exact **date** and **amount of the payment** as provided in the POP before proceeding to the next steps.
https://wiki-vendors.klarna.net/wiki/CS:How_to_locate_and_report_a_missing_payment_(CS_1st_line_Routine)

Then you copy the **Capture ID** from the purchase, check the amount and paste it in the

3 files





Renate Lebedeva 3:06 PM
Helt galet idag Massa konstiga cases haha But I hope this helps

Anna-Lena Engstrom 3:49 PM
Konstiga var rätt ord! Och antalet scamcalls har ökat markant igen!

1

Pinned by **Renate Lebedeva**

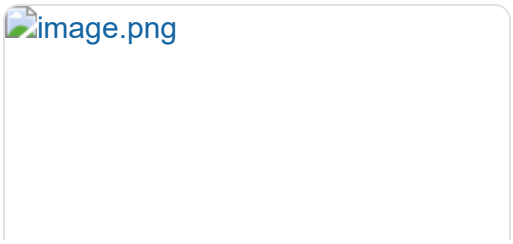
Renate Lebedeva 4:09 PM
Här är när kunden har Financial Hardship och Financing produkten. Så ska man göra - först lägga en payment-free month i Klarna Online (KO).

1. Kolla om de har haft betalnings fri månad in KO under senaste året.
2. Måste vara "en bra profil" - inga förseningsavgifter osv senaste 6 mån.

Då:
1) öppna Financing Account i KO

2) Välja månad på höger sida under Corrections
3) Spara
1.CS:Legacy Financing Account (CS Routine)
2.CS:Term Loans (CS Routine)
3.CS:Bankruptcy & Insolvency (CS 1st line Routine)

image.png



Pinned by **Renate Lebedeva**

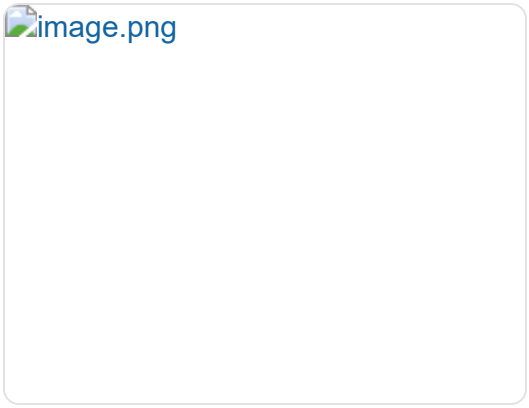
Renate Lebedeva 4:13 PM

Betalningsfri månad har inte den "negativa påverkan" som FH kan ha på kundens betalningshistorik med oss.

Om det är andra gången, då ni kan öppna FH, men kolla:

a) när faktura har skapats
b) när det är förfallodatum på den
c) hur mycket är det lägst att betala denna månaden i KO (183,83 SEK i det här fallet)

image.png



1 reply 3 months ago

Renate Lebedeva 10:59 AM

> **Renate Lebedeva**
> Regarding 6-digit code.

If a consumer has **forgotten** the code, they can reset it in KLAPP by pressing **Glömt** on the left bottom corner. They will receive sms to their registered phone number with a recovery code. Afterwards they can create a new 6-digit code.

Consumers have **4 attempts** in total to enter a wrong code. After that they will receive message to wait and try later. The Glömt button will still be visible, however,

they will need to **wait for 1 minute** to reset the code.

Show more

Posted in

Renate Lebedeva 2:24 PM

Hejsan! Joel har hans sista arbetsdag idag

Därför bjuder jag på sushi i köket kl. 15:30.

❤️ 2

Ta sin egen drycka

Renate Lebedeva 10:35 AM

Helouu!

I Juni kommer vi fokusera på **samtalshantering** dvs vad gjorde vi **bra** och vad kunde vi göra **annorlunda** i samtalet. Därför kommer vi köra:

15 min individuell coaching möte varje vecka
och en 30 min kalibrering där alla deltar (team meeting).

Kommer skicka ut tider idag via mejl

Pinned by **Renate Lebedeva**

Renate Lebedeva 10:04 AM

Gällande Direct debit betalningar som är pågående.

1. **Processing Time**: Direct debit payments typically take between 5-7 business days to fully process or settle. However, in some cases, it can take up to 10 days for the transaction to complete (2).
2. **SEPA Transactions**: For SEPA (Single Euro Payments Area) direct debit transactions, the processing time can be extended. While the standard expectation is 2-3 days, it can take up to 10 days for a large group of consumers (5).
3. **Next Steps**: If the payment has not been completed after 11 days, it is advisable to reach out for further assistance to investigate the delay. Ensure that the consumer's bank account details are correct and that there are sufficient funds available.

If the payment is still pending after the expected timeframe, you may need to check the status of the direct debit mandate in the consumer's settings in the Service Center Portal (SCP) and confirm the linked account details with the customer (5). (edited)

4 replies Last reply 2 months ago

Renate Lebedeva 11:43 AM

Om kund har betalat både till oss och DCA:

1. **Inform the Customer:**

Advise the customer that once the DCA informs Klarna that the claim has been paid (i.e., sends the closing file), Klarna will automatically refund the customer. This process might take a few weeks to be fully processed in Klarna's systems.

2. **Refund Process:**
   Once the closing file is received and a refund is initiated, it will take up to 10 business days for the refund to be received by the customer.
3. **Communication:**
   Reassure the customer that the refund process is automatic once Klarna receives the necessary information from the DCA.

For further assistance, you may refer to the CS:Debt Collection (CS 1st line Routine) document.

Renate Lebedeva 5:12 PM

@here Facility manager announced that we are not allowed to use Kitchen / Bathroom upstairs anymore.
We should be expecting to move downstairs by EOD tomorrow.

✅ 2

Renate Lebedeva 3:36 PM

Hejsan! Jag är på möte till 17:00. Skriv om det är något

Pinned by **Renate Lebedeva**

Anna-Lena Engstrom 3:54 PM

Om det verkar vara problem med bank-id kanske denna link passar https://status.bankid.com/

> **status.bankid.com**
> **BankID Status**
> Welcome to BankID's home for real-time and historical data on system performance.

🎉 2

Renate Lebedeva 3:15 PM

Hejsan!Hur har det gått idag?

Igår även jag tog samtal på kvällen. Vi hade 18 i kö kl.22:30

😳 1 🤕 1

Jag kommer behöva flytta allt som var inplanerat denna veckan pga de har mandatory meetings vi har med Training avdeliningen. Dvs jag skickar ut en ny "kalender". Skriv på Slack eller mejl!!!

✅ 2 ✅ 2 ✅ 2 2 2 2 2 2 2 2 2 2

...eller här

👍 1

Renate Lebedeva 6:26 PM

Jag kommer välja vilken checkmark gillar jag mest, tack

> **Alexander Kall**
> Hi team!
>
> FYI regarding DE & SE:
>
> "Starting from today around 1pm some customers in DE and SE might have their cards canceled because they are in debt collection. They will receive an email with the list of cards that have been canceled.
>
> image.png
>
> image.png
>
> From a private conversation ⓘ | Jun 17th

💳 1

Renate Lebedeva 11:08 PM

Jag ville bara säga att det är grymt jobbat på Quality sidan! Varje audit pass 💪❤️

✌️ 1

Samuel Lehtinen 3:57 PM

was added to team-superstars by Renate Lebedeva. Also, Gunnar Ragneby joined via invite.

Renate Lebedeva 3:58 PM
Säg stor välkommen till Samuel och Gunnar som är i vårt lag nu! (edited)

Anna-Lena Engstrom 4:08 PM
Varmt välkomna!

Adrian Törn 4:19 PM
Bienvenidos !

Zakaria Atiwi 4:28 PM
V'lkommna

Anna-Lena Engstrom 5:00 PM
GLAD MIDSOMMAR!

Anna-Lena Engstrom 3:22 PM
Zakaria asked this yesterday, but did not get any answer. I am curious too, can we talk about this, as its related to one of the questions in PKT
Zakaria Atiwi [4:10 PM]
How do consumers use Secure Link Uploads to submit documents (if they cannot use chat) as I cannot see anything about it in Kiki (edited)

4 replies Last reply 2 months ago

Renate Lebedeva 11:28 AM
:Hejsan! Jag jobbar hemifrån idag fram tills 19:30. Skicka gärna länk på Slack så jag hjälper till. Vi kan också ha en snabb samtal om det blir lättare

---

Alexander Kall 11:06 AM
was added to team-superstars by Renate Lebedeva.

Renate Lebedeva 11:41 AM
Haloj!
Eftersom ni frågade, vart kan man se ang secure link från PKT, här kommer info om det.
Det finns i CS:Contact details (CS Routine) details (CS Routine):

"If an over the phone consumer needs to send an attachment, we should always refer them to the chat function. If the consumer refuses to use chat to send their attachment,

and only if they refuse it, send them this link:
https://www.klarna.com/se/mejla-kundservice/

klarna.com
Mejla Kundservice | Klarna Sverige (50 kB)

Renate Lebedeva 8:35 AM
Godmorgon!

Kom förbi mitt bord - har våfflor och ost ostbollar (kanske så heter de)

1

1 reply 2 months ago

Gunnar Ragneby 10:55 AM
Bästa

1

Pinned by **Renate Lebedeva**

Renate Lebedeva 11:42 AM
Bara fyi, om det är så, att ibland det finns ingen **Return dispute** knapp tillgänglig i SCP, då det betyder att:

The return dispute type for some orders is unavailable due to the **merchant category**. A change was implemented at the end of May where **specific dispute types would be restricted** for some merchant categories - you can find more information about the restrictions here: https://wiki-vendors.klarna.net/wiki/CS:Report_a_return_(CS_1st_line_Routine)#Dispute_restrictions. Please also see the newspost here: https://service-center-eu.klarna.net/websites/service-center-portal/notification-center/0cc87c93-3eb6-5249-82d8-ef5b7c52fbab/details.

1 1 1

Renate Lebedeva 2:20 PM
// Liten påminnelse om en stor grej

vi ska rekommendera/hänvisa kunden om självhjälp i KlarnaAppen, när det gäller dispyter, eftersom det är det första steget! (edited)

✅ 1

Pinned by **Renate Lebedeva**

Renate Lebedeva 2:27 PM

In the Klarna app, consumers can open the following types of disputes:

1. **Goods Not Received**
2. **Faulty Goods**
3. **Returns**
4. **Incorrect Invoice**

Additionally, consumers can report unauthorized activity, such as identity theft, via the Klarna app by navigating to the Payments tab, selecting All purchases, choosing the unauthorized purchase, and selecting Report a problem followed by I suspect identity theft.

https://wiki-vendors.klarna.net/wiki/CS:Report_a_problem_(CS_1st_line_Routine)
https://wiki-vendors.klarna.net/wiki/CS:Disputes_and_Returns_Homepage_for_Customer_Service

✅ 1

Phelicia Wiss 6:27 PM

was added to team-superstars by Renate Lebedeva. Also, Peace Uganson joined via

Renate Lebedeva 6:29 PM

Varmt välkommna Phelicia och Peace!

🎉 1

Adrian Törn 6:38 PM

Hei hei !

🎉 2

Renate Lebedeva 6:52 PM

@here Please become familiar with the new routine: **CS:Financial Hardship Automation Flow (CS_Routine)**

Prepare your questions, we will go trough them on Monday!

I am ooo on 4th, see you on Monday! (edited)

Gunnar Ragneby 6:57 PM

@Phelicia Wiss @Peace Uganson Dokka er velkomna til teamet våres! Det er veldeg hyggeleg

🎉 2

Anna-Lena Engstrom 8:50 AM

Welcome @Phelicia Wiss and @Peace Uganson

🎉 3

Peace Uganson 9:06 AM
thank you, happy to be joining the superstars

💫 1

Phelicia Wiss 10:13 AM
Thanks

Pinned by **Renate Lebedeva**

Anna-Lena Engstrom 12:13 PM
Ibland behöver vi kolla om swish funkar...https://status.swish.nu/

> **status.swish.nu**
> **Swish Status**
> Welcome to Swish's home for real-time and historical data on system performance.

💯 1

Pinned by **Renate Lebedeva**

Renate Lebedeva 9:59 AM
Kom ihåg!

> **Ulf Borg**
> **Reminder:**
>
> When handling disputes, keep in mind that one of the first steps in the **Report a problem routine** is to guide the customer how to report the issue in the Klarna app (and to offer screen-sharing when it is working).
>
> We do this to make the customers more aware of the self-service they can perform. The more people that know how to handle issues themselves, the fewer will call about simple matters they can solve on their own.
> Show more

Incorrect Merchant Contact Emails Displayed in SCP
ected region(s): EU
Affected services/products: SCP (Merchant Contact Information)
Current status: We have identified that some outdated support contact emails for merchants on the SCP merchant page have been incorrectly replaced with Partner employee email addresses. Our teams are actively working to update and restore the correct merchant contact information.

Communication and workaround: While we address this issue, **do not share merchant email addresses directly with customers**. Instead, direct customers to the merchant's official website for accurate support contact details.

Hugo Sorhede 9:00 AM
Jag vill tacka för mig och för dessa 9 månaderna på techm. Jag önskar er alla en god tid och tackar för att jag fick vara med i det bästa teamet på kontoret.
❤️
🥲 1 🥲 1

1 reply 2 months ago

Renate Lebedeva 9:29 AM
Hej, alla - vi har obligatorisk möte mellan 9:30-11:00 och sedan 13:30-15:00. Jag finns på Slack om det är något
🤞
👍 👍🏾 4

Renate Lebedeva 9:50 AM
Hejsan! Jag är tillbaka
Ska köra 1on1 med alla idag samt att skickar ut era bonusar för Juni innom kort
🙂
🫰 💰
🎉 3

Pinned by **Renate Lebedeva**

Renate Lebedeva 9:08 AM
God morgon!
💫
📢 **Routine Update – Handling Phone Number Changes**
Hi team! Please note the latest update to the "Updating Personal Details" routine for cases where consumers can't access their registered phone number: **Consumers should use the 'Lost Access to Phone Number' option in the Klarna login flow.**
Please review the full routine here: https://wiki-vendors.klarna.net/wiki/CS:Updating_personal_details_(CS_Routine)

Det som är viktigt:
If the consumer does not have the 'Lost Access to Phone Number option, ***only then*** should you confirm the new number and reason for the change before forwarding the request to the Vendor Manager.

✅ 1

Renate Lebedeva 9:05 AM
God morgon!
Eftersom det är fredag idag, vi ska EJ jobba så mycket, utan göra något roligt istället 😁

Planen för idag:

PKT

Life Threatening Situations PKT

1on1

Kanske beställer en pizza på eftermiddagen, hur låter det?

Anna-Lena Engstrom 9:31 AM

Gomorron! Finally friday! Sounds like a plan!

❤️ 1

Mustafa Abdi 9:36 AM

was added to team-superstars by Renate Lebedeva.

Renate Lebedeva 9:38 AM

Perfekt! Kom gärna med smak förslag!

Peace Uganson 10:36 AM

training, PKT test

👋 1

Renate Lebedeva 12:01 PM

Ok, change of plans - no pizza, sorbet and ice cream instead

🥰 2 🤪 1 👀 1 📯 1

Adrian Törn 12:03 PM

noo

Renate Lebedeva 12:04 PM

Ok, then pizza for Adrian

Adrian Törn 12:06 PM

Oooh hahaha, it was a joke, i am fine with ice cream

Renate Lebedeva 12:21 PM

1on1's today (duration 30 min)

@Anna-Lena Engstrom 15:30

@Adrian Törn 15:00

@Peace Uganson 14:30

@Gunnar Ragneby 16:00

@Mustafa Abdi 13:30

@Samuel Lehtinen 13:00

@Zakaria Atiwi 14:00

Samuel Lehtinen 12:22 PM

was added to team-superstars by Renate Lebedeva.

Renate Lebedeva 12:41 PM

Uppdatering @Samuel Lehtinen kl. 15:00, eftersom andra har lunch och Norska grabbar får vi ta på måndag, eftersom fick inte ok från WFM

✅ 2 👍 1

Anna-Lena Engstrom 12:45 PM
Welcome @Samuel Lehtinen 😀 (edited)
🐉 1

Samuel Lehtinen 12:48 PM
Gracias @Anna-Lena Engstrom
🇪🇸 1

Anna-Lena Engstrom 4:31 PM
Unfortunately. todays icecream-party is cancelled 😞

Have a nice weekend!

Adrian Törn 4:44 PM
🍦🚫

Anna-Lena Engstrom 9:52 AM

INCIDENT ANNOUNCEMENT

🚨 🚨

[Minor] Planned Maintenance: Citrix DaaS Platform

Affected region(s): Global
Affected market(s):
Affected services/products: Citrix - DaaS
Current status:
Citrix will be undergoing a planned maintenance activity from Sunday, 20th July until Thursday, 24th July. During this period, agents will continue to have access to the DaaS platform. However, some users may experience session disruptions and/or marginally higher latency while the maintenance is underway.

Communication and workaround:
If you experience any session issues or increased latency, please sign out from your current session and log back in.
Additionally, to improve latency, we suggest keeping only necessary programs and Chrome pages open .

Normal service is expected to resume after the maintenance window.

--

(Internal use only)
Reference #Planned Maintenance: Citrix DaaS Platform

Pinned by **Renate Lebedeva**

Renate Lebedeva 4:13 PM

To address the issue of a customer receiving letters for someone who no longer lives at their address, follow these steps:

1. **Log in to the SCP (Service Center Portal):**
   Access the customer's profile in the SCP.
2. **Update the Incorrect Address:**
   Change the address to "9999 Invalid Street" in the SCP. This ensures no further mail is sent to the incorrect address.
   Record both the updated address and the original address in the SCP log for reference.
3. **Handle KYC Markets:**
   If the customer is in a KYC (Know Your Customer) market, update their KYC status to "unverified." This status change will prompt the customer to provide their correct address during their next purchase.

By following these steps, mail will no longer be sent to the incorrect address, and the customer will be encouraged to update their contact information (4).

1.CS:Unauthorized use of email address (CS 1st line Routine)

2.CS:Remove stored card (CS 1st line Routine)

3.CS:Deleting consumer's personal information: RTBF (CS 1st line Routine)

Pinned by **Renate Lebedeva**

Renate Lebedeva 11:11 AM

If an invoice has been withdrawn from a DCA this means that:

The invoice has been returned to Klarna.
The invoice needs to be paid through Klarna by the consumer.
The consumer can continue using Klarna for future purchases.
If unpaid, the invoice may be sent back to debt collection.You will recognize that an order has been withdrawn and is back with Klarna by:
The yellow DCA banner will NOT be visible anymore.
A new purple banner will show on the order page which will state: “This purchase is no longer in debt collection” and will give information the date it was withdrawn and from which DCA.

https://wiki-vendors.klarna.net/wiki/CS:Debt_Collection_(CS_1st_line_Routine) (edited)

Gunnar Ragneby 11:13 AM
Halla, hur mår folkens idag?

Anna-Lena Engstrom 11:46 AM
Halla!!! Alldeles toppen, tack!

Och du?

Gunnar Ragneby 2:23 PM
dä månda

1

Samuel Lehtinen 5:58 PM
Vilket räligt väder det var

1

Gunnar Ragneby 6:31 PM
regn ä bra

Samuel Lehtinen 6:58 PM
ente om man vill ut och göra grejer i stan

Gunnar Ragneby 7:19 PM
finns inget att göra i riga

nr 1 aktiviteten är att lämna

Samuel Lehtinen 9:50 AM
vad är den mest pålitliga källan för väder här i Riga?

Anna-Lena Engstrom 10:23 AM
Jag. Rakna med regn, varje dag. Men ni ska fa ett bra tips! Ta alltid med paraply OCH solglasogon!

1

Renate Lebedeva 10:55 AM
God morgon alla!
Det är tuffa nyheter vi alla fick att veta i fredags. Ville bara uppmuntra er, att det är nästan 2 månader kvar att hitta nya möjligheter.
Vi är grymma, unga och allt kommer att ordna sig!

Vi kommer säkert veta mer ang processen under nästkommande dagar - ni kan alltid komma till mig och prata ang framtidsplaner bland annat Kommer hjälpa och stöda er, med allt jag kan

3

Renate Lebedeva 9:41 AM
God morgon!

Vi fortsätter med HR sessions i board rummet (på HR sidan, vid training).

Idag: @Anna-Lena Engstrom 15:30-15:45

De som har missat förra veckan, kommer att ha en ny tid (edited)

Renate Lebedeva 11:10 AM

FYI har skickat bonus till er. Vi fortsätter med det, so business as usual och bonus as usual ✔

Renate Lebedeva 9:59 AM

Haloj!

Det är nästan mitten av augusti, stats ser ut så här:

CR 79%, CSAT 75%, AHT 6:40 min, RR 17% (edited)

This file was deleted.

Renate Lebedeva 3:20 PM

Hejsan! Schema för september finns i IEX. Om det är några ändringar som önskas, säg till 🙂

Renate Lebedeva 10:03 AM

Hejsan! Idag är det perfekt läge att göra nya certifieringen i Viki:

Klarna Card Debit Flex

Den tar max 15 min, finns på Viki > Profile > längst ner.

Reagera med emoji, när ni har gjort den, ta det en och en, ok? 🙌